

**From:** Paul  
**To:** Microsoft ATR  
**Date:** 1/2/02 1:01pm  
**Subject:** Microsoft Settlement

Please don't delay the settlement any longer. Microsoft has been a good company; they provide quality support and have the customer's best interest in mind. Any good businessperson knows the most important rules of how to increase sales. Number one is to have a quality product that you believe in and number two is keep the customer satisfied. Microsoft does both very well.